



DEPUTY OMBUDSMAN
KING COUNTY OFFICE OF CITIZEN COMPLAINTS – OMBUDSMAN
Annual Salary Range: \$59,722 - \$80,319
OPEN: 5/31/06 CLOSE: 6/12/06

WHO MAY APPLY: This job is open to anyone who meets the position requirements.

WHERE TO APPLY: Required forms and materials **must be mailed or delivered to: 400 Yesler Way, Room 240, Seattle, WA 98104, or e-mailed to steve.birge@metrokc.gov, and received by 4:00 p.m. on the closing date.** (Postmarks are **NOT ACCEPTED**.) Application materials are available at www.metrokc.gov/ohrm/jobs or by contacting the King County Office of Citizen Complaints – Ombudsman at (206)296-3452.

PLEASE NOTE: Applications not received at the location specified above by the stated deadline may not be processed.

FORMS AND MATERIALS REQUIRED: A fully completed King County application form and supplemental questionnaire, a current resume', and a letter of interest describing how you meet or exceed the job requirements. A written test and/or interview will also be required of finalists.

WORK LOCATION: Yesler Building, 400 Yesler Way, Room 240, Seattle, WA 98104.

WORK SCHEDULE: The King County Office of Citizen Complaints/Ombudsman is an agency of the Metropolitan King County Council. The Deputy Ombudsman is a salaried professional classification that is overtime exempt. This is also an "at will" position, exempt from most provisions of the Fair Labor Standards Act. The normal work week is Monday through Friday, 8:30am-4:30pm, seven hours per day. Some evening and/or weekend work may be required.

JOB SUMMARY:

The Deputy Ombudsman investigates complaints about the administrative actions of most King County government agencies under authority of King County Charter Article 2 Section 260 and King County Code (KCC) Section 2.52. The position also investigates alleged violations of the King County Employee Code of Ethics under KCC 3.04, and reports of improper governmental action and retaliation pursuant to the Whistleblower Protection Code, KCC 3.42. The Deputy Ombudsman may perform a lead or support role in processing routine to complex complaints. In addition, the Deputy Ombudsman performs intake and preliminary screening of complaints, and provides information/referral options and resolution assistance for jurisdictional and non-jurisdictional complaints not requiring an investigation. The Deputy Ombudsman reports to the Ombudsman-Director and assists Sr. Deputy Ombudsman staff as requested.

A Deputy Ombudsman independently performs a full and varied array of investigative tasks with minimal direct supervision. Close interaction and information-sharing with the Director and other investigative staff is expected via team meetings, case status/progress reports, and review and approval of investigation plans and work product. The Deputy Ombudsman is responsible for conducting investigations in accordance with internal policies and procedures and all applicable laws.

The Deputy Ombudsman is the first level of a two-tier ombudsman professional investigator classification series

ESSENTIAL JOB DUTIES:

- Receives, reviews, and makes preliminary determination as to the necessary disposition of complaints/inquiries received via telephone, e-mail, fax, or in-person;
- Provides information, referral, or direct assistance to facilitate resolution of non-jurisdictional complaints or those not requiring formal investigation.
- Develops individual investigation plans and timelines for assigned cases for approval of Ombudsman-Director.
- Conducts routine to moderately complex investigations independently, or complex investigations as a team member, under supervision of Ombudsman-Director.
- Interviews complainant(s); explains office complaint procedures and process; determines the investigative approach, and initiates investigations; assists complainants in defining and focusing their complaint on relevant and jurisdictional issues.
- Conducts investigations to include scheduling and sequencing interviews, fact-finding, and background research; collects and records evidence and conducts site visits as necessary; discusses complex and unusual situations with Ombudsman or senior staff, specialists, and/or legal representative as appropriate.
- Analyzes investigative results and prepares reports of findings and recommendations for agency action, subject to review and approval by the Ombudsman; responds to the Council members or their staff on issues or complaints they have referred for investigation.
- Assists in preparing periodic public reports on work activity and outcomes of the Office; assist in preparation of web page materials, brochures, and other communications for public dissemination.
- Performs community outreach at locations throughout King County as assigned.
- Performs other duties as assigned by Ombudsman or designee to support office functions and goals.

MINIMUM QUALIFICATIONS:

- Bachelor's degree from an accredited institution of higher learning in public administration, political science, law, business or other position specific related field, plus three years progressively responsible investigative and research-oriented employment experience; OR an equivalent combination of relevant education and experience may be substituted. Examples of acceptable relevant experience may include:
 - investigative work for public or private agencies;
 - investigation of claims such as workers compensation or insurance claims;
 - hearing officer, paralegal; attorney;
 - news reporting involving investigative reporting of governmental and consumer agencies;
 - mediation and dispute resolution training, preferably with public agency case experience;
 - experience in governmental management and policy analysis, planning, research, and/or auditing.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Basic knowledge of principles of public administration and understanding of the functions and interrelationships of King County government departments and branches;

- Ability to access and define a diverse variety of common to complex and sensitive complaint issues and properly apply codes, laws, policies and a reasonable standard of fairness to each dispute;
- Working knowledge of effective investigative and interview techniques and protocols in a governmental setting;
- Requires the ability to conduct thorough, objective investigations of complaints, reach appropriate neutral, objective, and expert conclusions based on investigation results and maintain confidentiality regarding process and outcomes in accordance with all legal requirements;
- Requires the ability to present information, proposals, and recommendations clearly, logically, persuasively and concisely, verbally or in writing in any forum or setting;
- Requires the ability to maintain productive and cooperative relationships with those encountered on work-related matters, including elected officials, County employees, representatives of other governmental agencies, and the public;
- Ability to work independently and make sound judgments and know when to confer with Ombudsman-Director and senior staff on issues;
- Ability to effectively prioritize and manage investigative caseload to meet required deadlines and reach case conclusions in a timely manner;
- Ability to use common computer software applications to create correspondence and spreadsheets, send and receive information, access and analyze data, and develop reports;
- Ability to record and locate case information in custom office case management database and retrieve information from databases of other County departments;
- Sufficient math skills and accounting knowledge to identify, analyze, and interpret case relevant financial data;
- Requires a basic knowledge of privacy, public disclosure, record retention laws, including those involving the handling of information and communications of a confidential and/or sensitive nature;
- Requires high level English language writing and speaking skills for preparation of reports and conducting of presentations utilizing appropriate grammar and syntax while handling complex and occasionally, controversial issues;
- Requires well-developed human relations skills to earn trust and confidence while working with complainants, witnesses, and employees of other County agencies, some who may be hostile, during fact finding interactions and after the issuance of findings and recommendations;
- Ability to establish constructive and cordial working relationships with co-workers in a small office environment;
- Ability to communicate and interact effectively with citizens from all socio-economic levels and ethnic backgrounds, including those who may be angry or hostile;
- Strong conviction to provide meaningful service and assistance to County citizens and employees;
- Ability to maintain day-to-day confidentiality and security of case files and sensitive documents;
- Requires reliable attendance and punctuality.

Working Conditions/Physical Requirements:

Must be able to work in an office environment and sit for extended periods working on computers; must have visual and muscular dexterity to operate standard office equipment including personal

computer, telephone, copier, printer, and facsimile machine. Travel to off-site locations, including overnight and out-of-town, for case investigative/research work, community outreach, or training may be necessary.

Licensing and/or Other Requirements:

A valid Washington State driver's license and the ability to pass a background security check for entry to

King County correctional facilities; certified investigator and mediator training is highly desirable.

PLEASE SCROLL DOWN TO SUPPLEMENTAL QUESTIONNAIRE

SUPPLEMENTAL QUESTIONNAIRE

This questionnaire should be regarded as a test. Please answer the questions below in detail and cite examples to support your responses where appropriate. Attach additional pages if necessary.

1. What type of investigations have you conducted? Describe tasks performed and the procedures or processes followed. Describe how findings and recommendations were determined and to whom they were communicated.
2. Describe your experience providing direct customer service. Who have been your internal and external customers? Describe how you have worked effectively with people of other ethnic groups and socio-economic levels, and staff at all levels within and outside an organization.
3. What is your concept of the role of the Ombudsman Office in King County government, and what resources and authority are critical to its effectiveness?